

## **Legend and Directions for Follow Up Spread Sheet**

Cell A: Case Number

Please enter the case number found in the top right corner of the survey form.

Cell B: Date Case Closed

Please enter the date the case was closed from the intake sheet.

Cell C: Date of Call

Please enter the date of the client satisfaction interview.

Cell D: Problem Code

Please enter LSC problem code. If no problem code is noted, enter type of case called about.

Cell E: Got Through on First Call

Please enter 1 if first call, enter 0 for all other responses.

Cell F: When Call Returned

Please enter 1 if call returned same day, 0 if call returned next business day and 2 for all other responses.

Cell G: Staff Courtesy

Please enter the number corresponding to the box checked.

Cell H: Information Helpful

Please enter the number corresponding to the helpfulness of the information.

Cell I: Client Satisfaction

Please enter the number corresponding to the client's satisfaction with our service

Cell J: Staff Number

Please enter the staff number.

Cell K: Referral to Private Bar

Please indicate whether the client was referred to the private bar for more in depth assistance. If it appears that a private bar referral was made, enter 1. If no indication as to whether referral was made, enter 0.

Cell L: Client Action Required

Please indicate whether the client was advised to take action following on their own to resolve their case. If the client was advised to take additional action after the call, enter 1. If there is no indication that the client was asked to take action, enter 0.

Cell M: Please indicate whether the client took additional action after the call ended. If the client took additional action, enter 1. If there is no indication that additional action was taken by the client, enter 0.

Cell N: Reason Client did not act:

Please enter the corresponding code for the reason client did not act.

0: N/A

1: Illness prevented

2: Client did not understand needed action

3: No money to pay lawyer

4: Transportation problems

5: Client thought lawyer would handle

6: Other

Cell O: Date of Follow Up

Please enter the date that the follow up occurred, if applicable. In cases where no follow up was indicated, leave this cell blank.

If you have any questions about how to code, please ask either Ellie or Monoka.